

Eastgate Medical Group

**EASTGATE SURGERY
31B YORK PLACE, KNARESBOROUGH HG5 0AD**

**THE HEALTH CENTRE
80 KNARESBOROUGH ROAD, HARROGATE HG2 7LU**

Tel 01423 788300

[**www.eastgatemedicalgroup.co.uk/**](http://www.eastgatemedicalgroup.co.uk/)



June 2016

Our Doctors:

Dr Christopher Walsh (M) MB ChB (Leeds) MRCP DRCOG

Date of Registration 1986 GP Partner

Dr S E Corrin (F) MB ChB (Liverpool) MRCP DRCOG DFFP

Date of Registration 1993 GP Partner

Dr A H Botherway (M) MB ChB (Leeds) MRCP DRCOG DFFP

Date of Registration 1997 GP Partner

Dr R A Beckley (F) BMedSci BMBS (Nottingham) MRCP DRCOG, MRCP, DFRH

Date of Registration 1998 GP Partner

Dr I S Mitra (F) MB ChB (Liverpool) MRCP DSSP DCH DFRH

Date of Registration 1995 GP Partner

Dr J F Thomas (F) MB ChB (Leeds) MRCP DRCOG

Date of Registration 1999 Salaried GP

Dr R R Yousefian (F) MBChB (Edinburgh) Bsc,MRCP DRCOG, DFRH Salaried GP

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

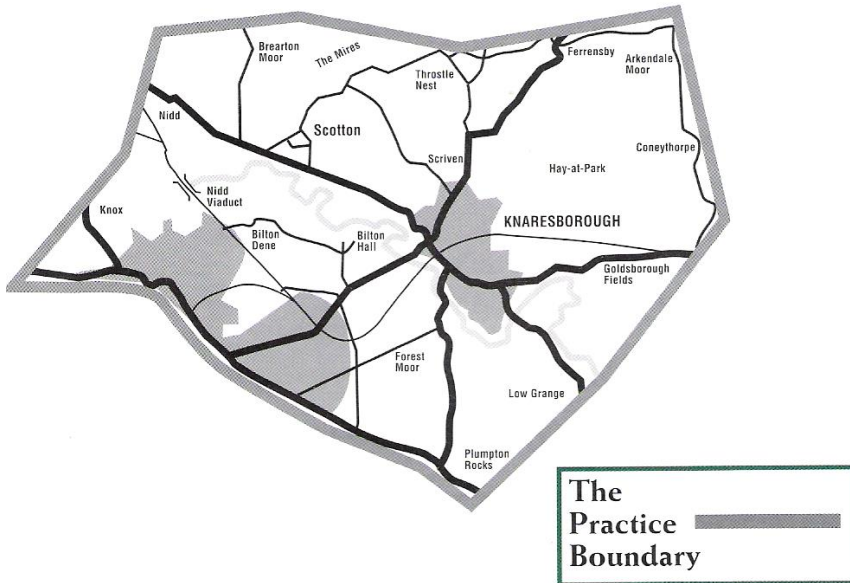
All patients registering with the practice will be offered a health check with the nurse or doctor, this will include measuring of blood pressure and testing a sample of urine and they will be offered advice on any aspect of their health.

If you live in our practice area and would like to register with us please complete one of our registration forms that are available from reception. At this time you will be given a named GP.

WELCOME

Eastgate Medical Group serves the town of Knaresborough, part of Harrogate and the various outlying villages within our practice area, outlined in the following map.

OUR PRACTICE AREA



Our team includes six GP partners and two salaried GP's.

We are an approved Post Graduate Training Practice. This means that there are usually two or three doctors with us from the Vocational Training Scheme – they are fully qualified and spend six months to one year with us before finding their own practice.

We believe that involvement in teaching keeps our standards high and helps keep us up to date. We are grateful to you for lending your support to our teaching and we hope that you will accept the occasional presence of a medical student or video camera during consultations, but please feel free to refuse if you are not comfortable about this.

At the moment we have three GP Registrars working at the practice these are

Dr H Gill
Dr L Knill
Dr H Wynn

In addition to our doctors, the following healthcare professionals make up the team:

We have a Practice Manager Mrs Sue Ward plus an administration team and team of receptionists.

Practice Nurses

We have four practice nurses, Sister Karen Tait, Sister Liz McFarlane, Sister Carole Walsh & Sister Corcoran who play an important part in monitoring patients with chronic diseases, other roles include taking cervical smears, ear syringing, dressings, immunisations, travel advice, stitch removal and assisting with minor operations and insertion and removal of contraceptive devices.

Clinics run by our practice nurses:

- Diabetic
- Asthma
- Coronary Heart disease
- Smoking Cessation Clinics
- Travel Health
- Well Person (both sexes) – If you have not seen a Doctor in the last three years it would be sensible to make an appointment for a check

Please ask at reception for details of all the above clinics.

Practice Pharmacist

We have a practice pharmacist who works in the practice every morning, who can deal with medication queries and do medication reviews.

Health Care Assistant

We also have a Health Care assistant. She can take blood tests for patients unable to attend the hospital, check blood pressure, weigh patients and carry out new patient checks, remove sutures and carry out minor dressings.

Health Visitors

Our health visitors are based at the Sure Start Centres

Well child clinics are held as follows:

Monday 1.30-3.00pm Sure Start Centre, Manor Road, Knaresborough

Tuesday 9.15-11.00 Starbeck Sure Start Children's Centre
Post Natal Support Group Monday 11.00am-12.00pm
Knaresborough Children's Centre

No appointment is necessary for these clinics.

Midwife

We run two antenatal clinic each week on a Wednesday morning at the Health Centre and on Friday morning at The Health Centre by appointment only. She visits mothers and infants on their discharge from the maternity unit.

District Nurses

The district nursing team visit patients in their homes to perform all nursing procedures and offer support to carers. They are based at Iles Lane Clinic in Knaresborough Tel 862237

Counselling

A Counsellor and Mental Health Link Worker work at both sites within the practice. They see patients by referral from a GP.

Complaints

We have an “in house” complaints procedure. If you have any complaint concerning the surgery or your treatment please contact the Practice Manager Mrs Sue Ward. Your problem will be dealt with promptly and sympathetically.

Zero Tolerance

The practice supports the Government's NHS Zero Tolerance Campaign which states that GPs and their staff have the right to care for others without fear of being attacked or abused and have the right to report any fraudulent, abusive or violent incident to the police.

Appointments

You may consult any of the doctors in the practice. We will try to accommodate you with the doctor of your choice. Urgent cases will always be fitted in the same day. Both the surgeries are open from 8.00am-6.00pm Monday – Friday.

We have a duty doctor available each day for things that cannot wait for 24hours. If you wish to use this service the doctor will call you and assess the problem and deal with it appropriately, for this reason the receptionist will ask for a brief description of your problem in order that the doctor can prioritise the call.

Extended Hours:

Eastgate Surgery is open from 6.30am on Fridays and you will be able to pre-book appointments between 6.50am and 7.50am.

Saturday surgeries are held on a monthly basis at the Health Centre, Knaresborough Road between the hours of 8.00am – 10.00am.

Doctors and Practice Nurses will be available for consultations during these hours and all appointments are pre-bookable by

telephone/internet booking and personally at reception. It is not necessary to ring at 8.00am in order to see a doctor.

Please do not ring just before 8.00am as we have discovered that this will give you the out of hours message and then put you on hold, we will be unaware of your call.

Appointments can be pre-booked up to a month in advance.

The time allocated to each patient is 10 minutes but at the time of booking your appointment; please indicate to the receptionist if you need a longer session with your GP.

Appointments are for one person only.

Please check in with reception staff on your arrival at the surgery. We will advise you if there is a delay in your appointment time. If you are more than 15 minutes late for an appointment you will be asked to rebook.

If you are feeling increasingly unwell, please tell the receptionist.

Home Visits

Please ring in your request before 10:30am and give some details of your illness as this will help the doctor to decide the order of priority and to plan their rounds.

Named GP

It is a requirement of all practices in England to allocate every patient with a named GP. If you would like to know who is your named GP please ask at reception. If you would like to change this to a specific GP then please inform reception who will make this change for you.

Minor injuries

We treat the following at the surgery and it is not always necessary to attend A&E for:

Bruising, minor head injury, minor trauma/sprain to the limbs, lacerations, removal of superficial bodies/splinters.

Repeat Prescriptions

For patients on regular medication a repeat prescription will be issued on the advice of the doctor. This may be left at reception. We ask for 48hours' notice for repeat prescription. Please ask at reception about ordering your repeat prescription on-line we also offer electronic prescribing which means your prescription will go direct to a chemist of your choice electronically saving your time.

If you wish to have your medication sent to you either at home or work you may be interested in signing up for Pharmacy 2U <https://www.pharmacy2u.co.uk/>
Please ask at reception or visit the website at the above link.

Please do not ring the surgery for repeat prescriptions unless it is an emergency.

The doctor will tell you how often you should attend the surgery for review of your medication.

Practice Services Available

Contraceptive Services

All the partners hold certificates in family planning. Advice on all aspects of contraception is given.
Coil and cap fittings are done by the doctors.

Cervical smears

Smears are taken by the practice nurses. The doctors can take your smear if you have had difficulties in the past or if this is your preference. If you have not had a smear for some years we strongly advise you to avail yourself of this

service. Once you have had a smear, you will be recalled automatically by computer.

Minor Operations

These are undertaken by some of the doctors on practice premises, after an initial consultation in the surgery.

Child Health Services

Full child development services and immunisation are undertaken by the health visitors, practice nurses and the doctors.

New GP Contract

In addition to providing essential and additional services under the General Medical NHS Contract, the Partners also provide enhanced services for Minor Surgery, Minor Injuries, near Patient Testing, Nursing Homes, Anticoagulation Monitoring, IUD fitting, Childhood Vaccinations, Influenza Vaccinations.

Specialist and hospital care

If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will ask you where and when you would like to go. If this is done through choose and book our secretary will send you the appropriate information so you can book your appointment.

Access for patients with disabilities

Easy access for patients in wheelchairs is provided at Eastgate Surgery and the Health Centre. We have a portable hearing loop in the surgery for any patients who have hearing difficulties. We can also organise signing help for deaf patients. Please ask the receptionist for assistance if required. If patients have difficulty with mobility there is a wheelchair available at each surgery for

transport from the car park into the surgery. Please ask at reception.

We can arrange interpretation and translation services for patients who do not speak English. Please let us know if you require this service when booking an appointment.

Data Protection Act

All patients' records on file or on the computer are confidential. All patient records are accessible under the Data protection Act 1998 with which the practice is registered. Patients can have access to their computerised or paper records by formal application and a fee is charged which varies if copies are required.

In order to maintain confidentiality, laboratory results and x-ray results will only be given to the patient themselves or to parents of minors if appropriate. **Please ring after 2pm on 01423 788300.**

Change of Name or Address

Please notify us of any change of your personal details so that we can amend our records.

Fees

Certain services provided by your doctor are not covered by the NHS and you may be asked to pay a fee, e.g:

Private Prescriptions

Pre-employment Medicals

Private Certificates

Holiday Vaccinations

Private Medicals

Insurance Claims

Fitness to Drive Medicals

If you have any queries about fees, please see the practice manager or administrator.

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available to view at reception.

Patient Participation Group (PPG)

We have a very active group of patient volunteers working on your behalf to provide additional support to patients. They were formed in 2007 and have a growing profile with staff and patients. The Group has a Committee of 10 and hold regular meetings where GP's and other medical staff are represented. Its main aim is to provide 'the patient's voice' in discussions about the Practice and health issues in general.

Their chairman is Mary Ann Essex and she and the Committee are pleased to receive comments/suggestions or offers of help. They can be contacted through reception at either surgery.

Useful Numbers:

The main surgery telephone number is 01423 788300

Telephone lines are open 8.00am-6.00pm

If you require a doctor out of normal surgery hours please ring: 111

Harrogate District Hospital	01423 885959
Duchy Nuffield	01423 567136
St Michael's Hospice	01423 879687
North Yorkshire & York PCT	01904 724004
Social Services	01423 568099
Age Concern	01423 864956
Aids Action	01904 640024
Alcoholics Anonymous	01904 644026
Alzheimer's disease Society	01423 862389
British Diabetic Association	01423 564397
Cancer Support Group	01765 604228
Citizens Advice Group	01423 503591
CRUSE (Bereavement)	01765 677918
Families Information Service	0845 6011 630
RELATE	01423 502173
Samaritans	01423 525352
Drugs Advisory Helpline	01423 525999
Carers resource	01423 500555
PALS (Patient Liaison Service)	0800 068 8000

Useful Websites:

www.patient.co.uk	Patient Health Information Site
www.traveldoctor.co.uk	Looking after Traveller's Health
www.nypct.nhs.uk	Primary Care Trust
www.diabetes.co.uk	Diabetes UK
www.cancerbackup.org.uk	Cancer information charity

Short leaflet for parents and carers covering common risks to children in the home and how they can be reduced.



Looking for health advice or treatment in North Yorkshire?

There are more options than you might think...



Self-care

Minor symptoms (headaches, sore throats, stomach upsets etc.) can be treated with off-the-shelf medicines - available from your local pharmacy, convenience store or supermarket.



NHS Direct

Advice on symptoms, treatment and local services. Call free on 0845 46 47 or visit www.nhsdirect.nhs.uk



Pharmacy

Expert advice and treatment for minor symptoms and conditions. Some open late and on weekends - no appointment necessary. Text 'pharmacy' to 64746 to find your nearest.



GP practices

For more significant illnesses and long-term medical problems. If you have a serious health issue out of normal opening hours, call your practice to be connected to the out of hours service.



Minor injuries services

NHS minor injuries and walk-in services

GP practices can also treat patients for minor injuries on a drop-in basis when they're open. Minor injuries are things like sprains, strains, wound infections and minor burns.

Dedicated NHS walk-in and minor injury centres are also available in York, Scarborough, Ripon, Selby, Malton and Whitby. More information about these is available from NHS Direct or on the NHS Choices website.



A&E and 999

This is for serious injuries and life-threatening emergencies only.

These include loss of consciousness, persistent severe chest pain, breathing difficulties and severe bleeding that cannot be stopped.

To find out where your nearest A&E department is, ask NHS Direct or visit the NHS Choices website.



Information on your mobile

More information is available on the NHS Choices website. If you have a mobile phone, visit www.nhs.uk/mobile



Download the NHS Yorkshire and Humber Android app



Download the NHS Yorkshire and Humber iPhone app